Report
based on questionnaire results
«Satisfaction of 2-5 year students with educational services»
2022

Department: «Development of mineral deposits»

Specialty: «6B07203 «Oil and gas business»

The center for quality management and accreditation, in October 2022, conducted an annual questionnaire on the satisfaction of 2-5 year students with the quality of services provided.

Purpose of the survey: Identification of the degree of satisfaction of respondents with the quality of educational services provided and other areas of the university's activities.

The results of the questionnaire were processed and presented in a summarized form, guaranteeing the confidentiality of students' personal opinions.

In specialty 6B07203 «Oil and gas business»138 respondents took part in the questionnaire.

- 2nd year – 39 students (95.1%);
- 3rd year – 65 students (92.8%);
- 4th year – 64 students (88.8%).

During the questionnaire process, the following data was obtained:

Indicators:

1. Does it satisfy you? quality of services provided?

1.1The learning process in general
1.2 Class schedule
1.3 Organization of independent work
1.4 Internship
1.5 Organization and conduct of the SIWT
1.6 Organization and conduct of laboratory work
1.7 Satisfaction with the library
1.8 Possibility of access to full-text databases of scientific publications
1.9 Living conditions in the hostel
1.10 Quality of medical care
1.11 Catering at the university (prices, product range, quality of prepared dishes)

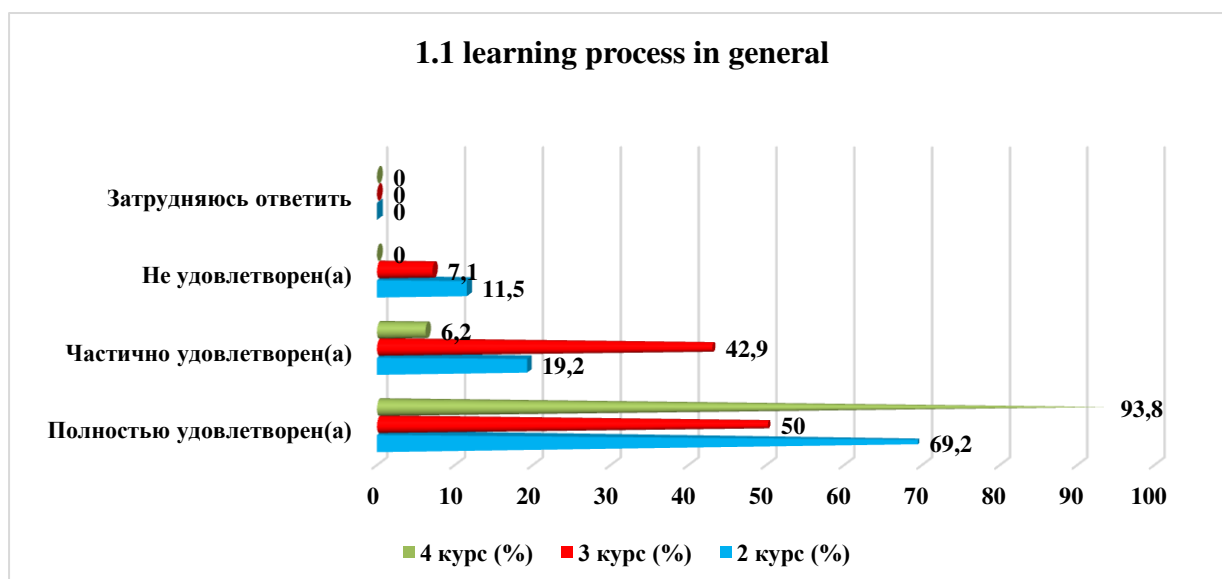Other_____

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____
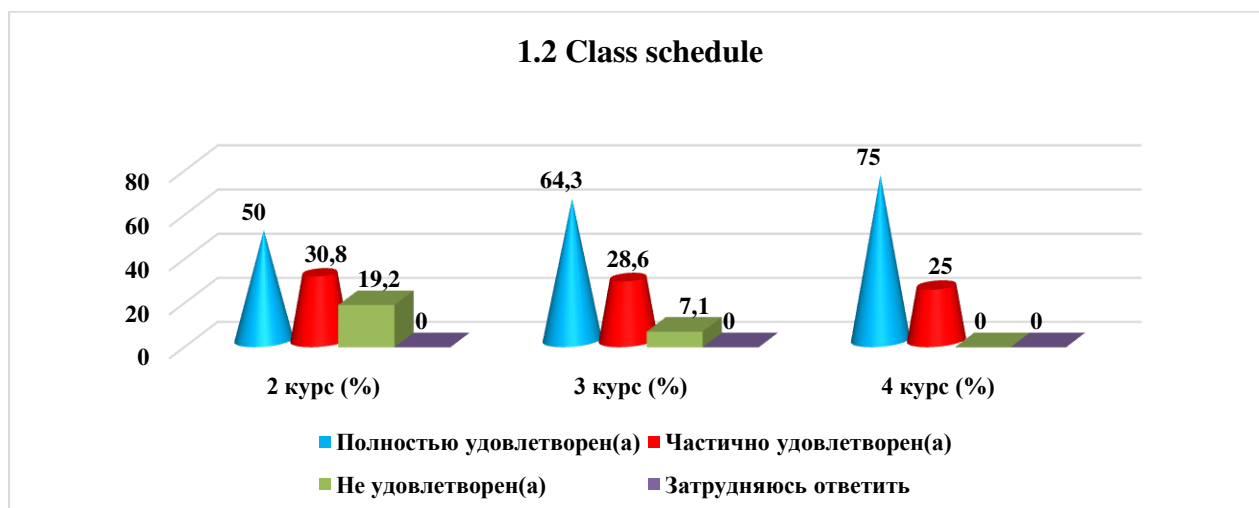
1.1 The learning process in general

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	69.2	50	93.8
Partially satisfied	19.2	42.9	6.2

Not satisfied)	11.5	7.1	-
I find it difficult to answer	-	-	-

1.1 learning process in general

1.2 Class schedule

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	64.3	75
Partially satisfied	30.8	28.6	25
Not satisfied)	19.2	7.1	-
I find it difficult to answer	-	-	-

1.2 Class schedule

1.3 Organization of independent work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.7	50	87.5
Partially satisfied	26.9	28.6	6.2
Not satisfied)	15.3	14.3	6.2
I find it difficult to answer	-	7.1	-

1.3 Organization of independent work
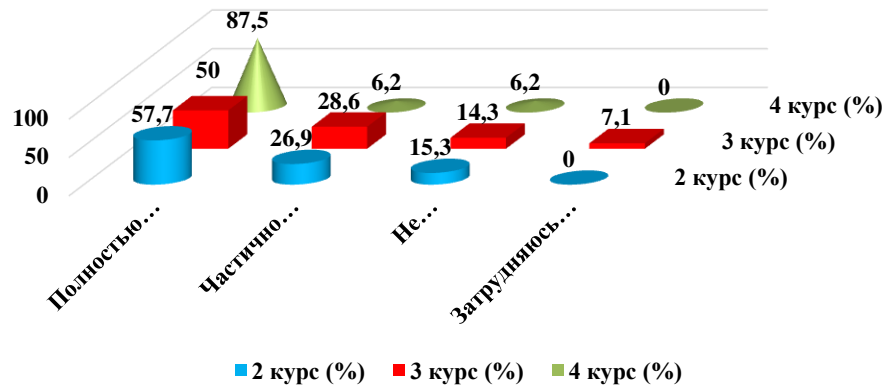
1.4 Internship

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.7	57.1	93.8
Partially satisfied	23.1	28.6	-
Not satisfied)	11.5	7.1	6.2
I find it difficult to answer	7.7	7.1	-

1.4 Internship
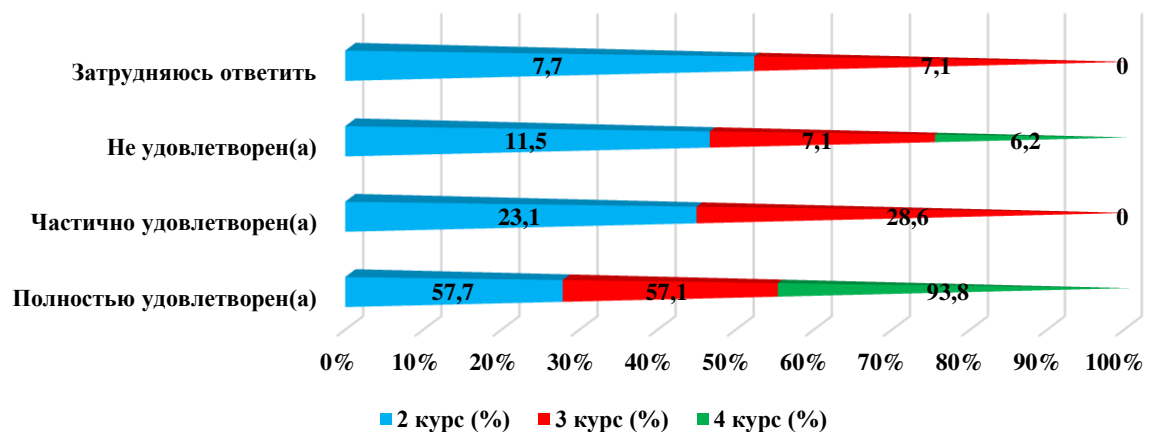
1.5 Organization and conduct of the SIWT

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.7	57.1	93.8
Partially satisfied	19.2	28.6	-
Not satisfied)	19.2	7.1	6.2
I find it difficult to answer	3.8	7.1	-

1.5 Organization and conduct of the SIWT

1.5 Organization and conduct of the SIWT

	Полностью удовлетворен(а)	Частично удовлетворен(а)	Не удовлетворен(а)	Затрудняюсь ответить
2 курс (%)	57,7	19,2	19,2	3,8
3 курс (%)	57,1	28,6	7,1	7,1
4 курс (%)	93,8	0	6,2	0
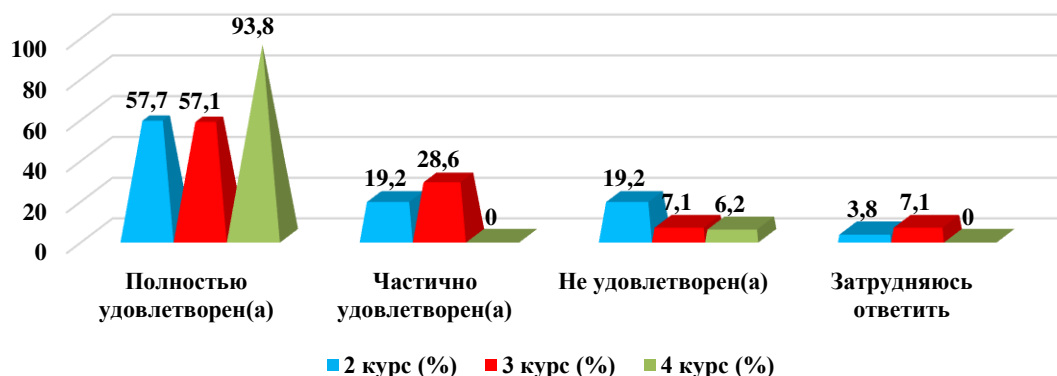
1.6 Organization and conduct laboratory work

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65.4	71.4	87.5
Partially satisfied	23.1	21.4	6.2
Not satisfied)	11.5	7.1	6.2
I find it difficult to answer	-	-	-

1.6 Organization and conduct laboratory work

	2 курс (%)	3 курс (%)	4 курс (%)
Полностью удовлетворен(а)	65,4	71,4	87,5
Частично удовлетворен(а)	23,1	21,4	6,2
Не удовлетворен(а)	11,5	7,1	6,2
Затрудняюсь ответить			
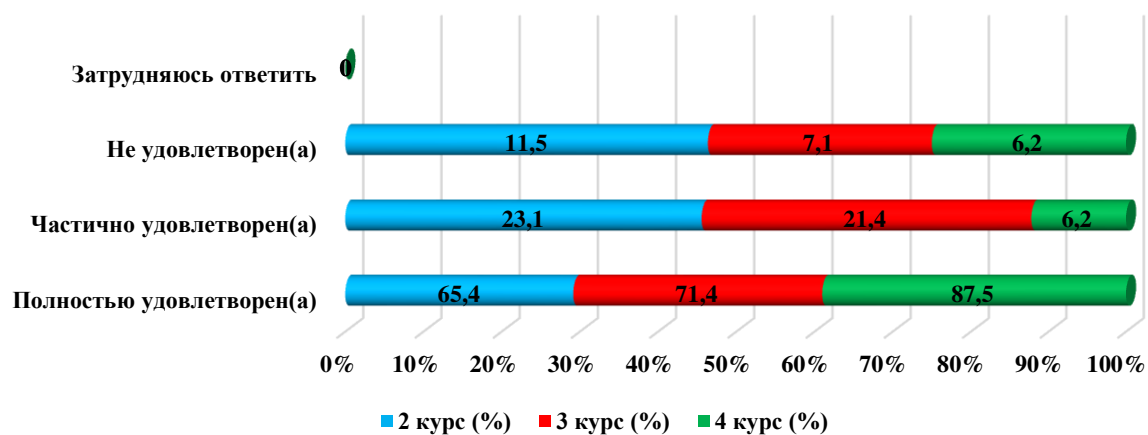
1.7 Satisfaction with the work of the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	80.8	57.1	93.8
Partially satisfied	15.4	21.4	6.2
Not satisfied)	3.8	7.1	-
I find it difficult to answer	-	14.3	-

1.7 Satisfaction with the work of the library

1.7 Satisfaction with the work of the library

4 курс (%)	0 / 0 / 6,2 / 93,8
3 курс (%)	14,3 / 7,1 / 21,4 / 57,1
2 курс (%)	0 / 3,8 / 15,4 / 80,8

■ Затрудняюсь ответить ■ Не удовлетворен(а) ■ Частично удовлетворен(а) ■ Полностью удовлетворен(а)
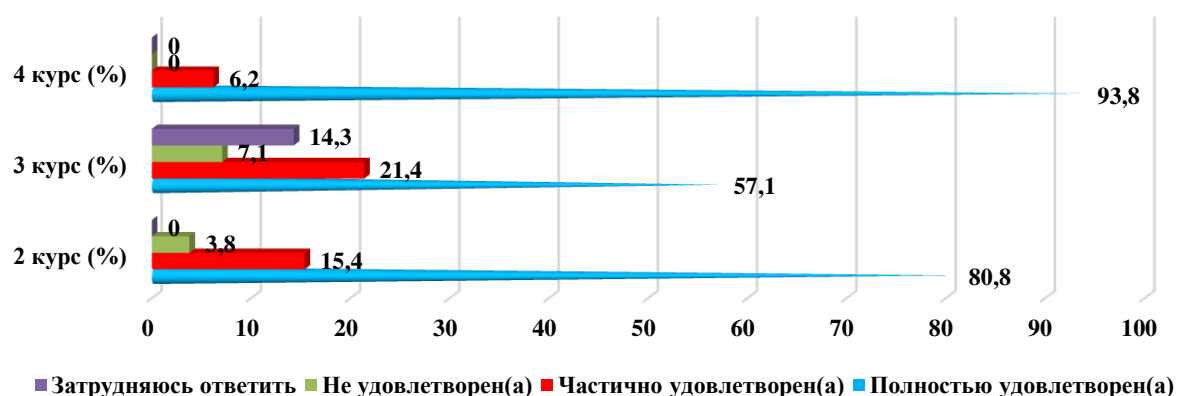
1.8 Possibility of access to full-text databases of scientific publications

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	57.7	57.1	87.5
Partially satisfied	34.6	28.6	6.2
Not satisfied)	7.7	7.1	-
I find it difficult to answer	-	7.1	6.2

1.8 Possibility of access to full-text databases of scientific publications

Полностью удовлетворен(а)	Частично удовлетворен(а)	Не удовлетворен(а)	Затрудняюсь ответить
57,7 / 57,1 / 87,5	34,6 / 28,6 / 6,2	7,7 / 7,1 / 0	0 / 7,1 / 6,2

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
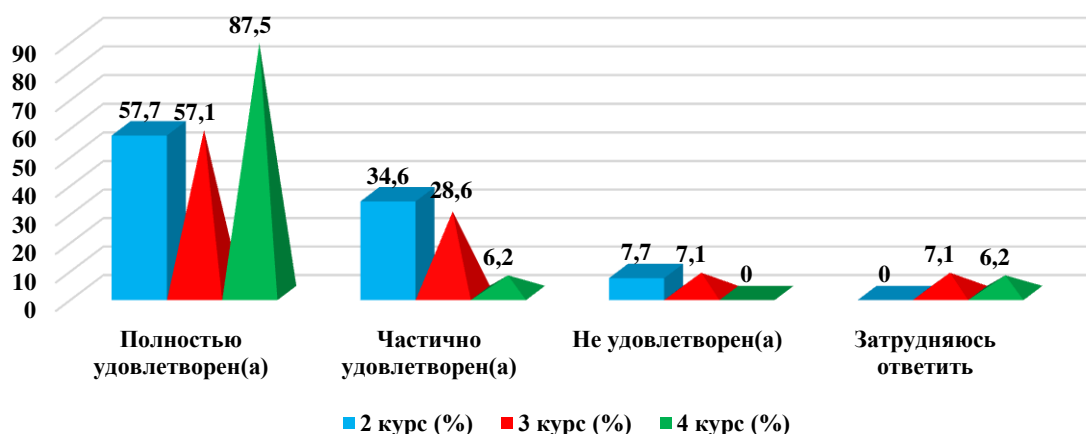
1.9 Living conditions in the hostel

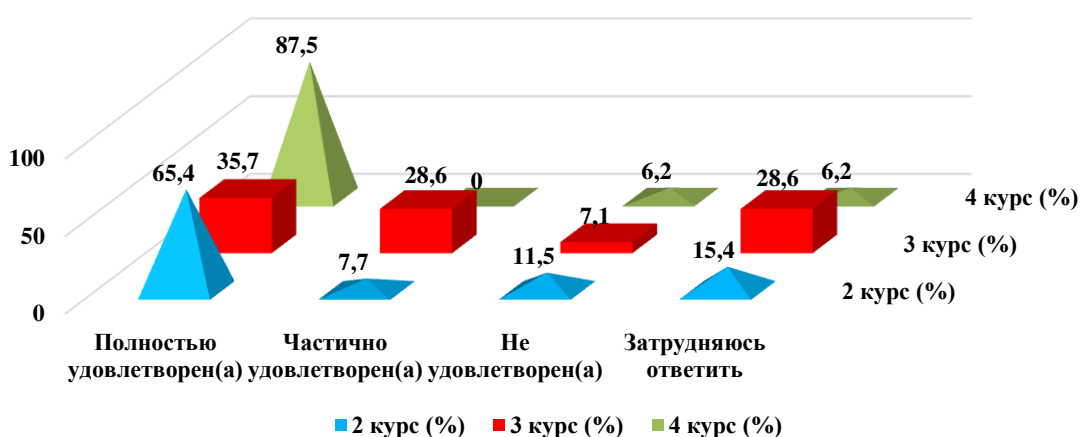| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.8	28.6	87.5
Partially satisfied	11.5	21.4	-
Not satisfied)	3.8	21.4	-
I find it difficult to answer	30.8	28.6	12.5

1.9 Living conditions in the hostel
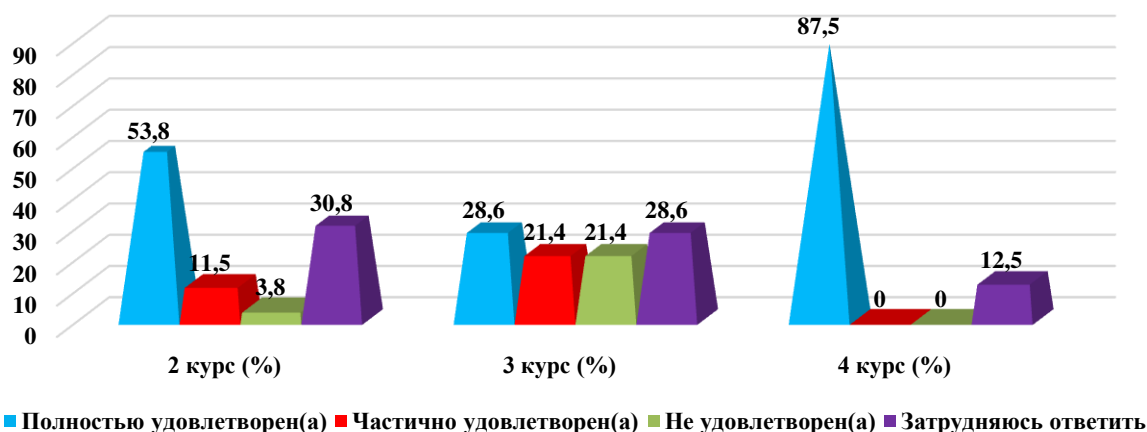
1.10 Quality of medical care

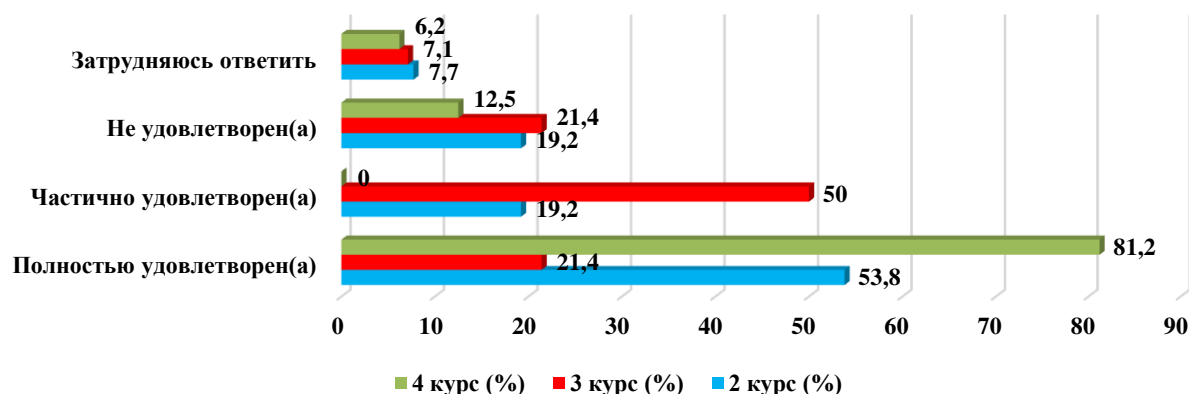| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	65.4	35.7	87.5
Partially satisfied	7.7	28.6	-
Not satisfied)	11.5	7.1	6.2
I find it difficult to answer	15.4	28.6	6.2

1.10 Quality of medical care

1.11 Catering at the university (prices, product range, quality of prepared dishes)

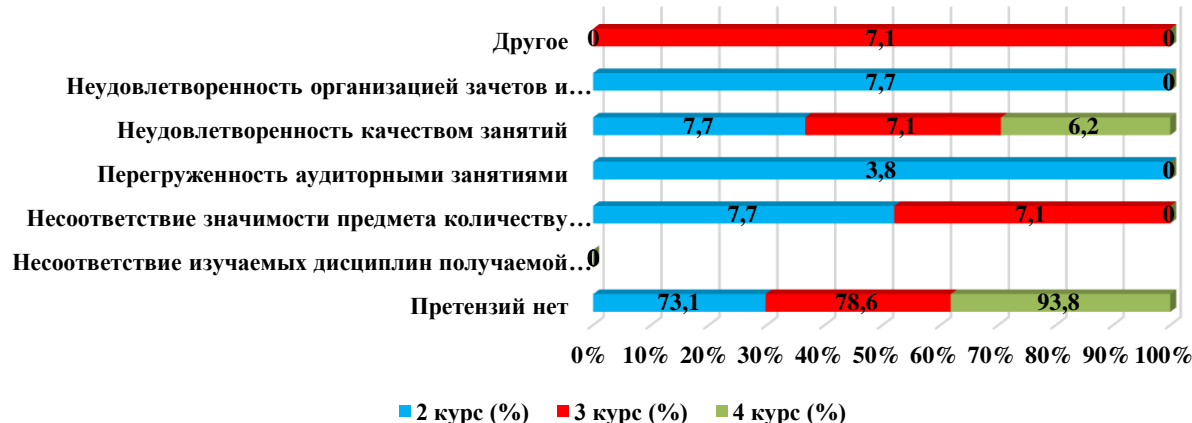| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	53.8	21.4	81.2
Partially satisfied	19.2	50	-
Not satisfied)	19.2	21.4	12.5
I find it difficult to answer	7.7	7.1	6.2

1.11 Catering at the university (prices, product range, quality of prepared dishes)

2. «What is your attitude to the quality of organization of the educational process? »

Answer options	2nd year (%)	3rd year (%)	4th year (%)
No complaints	73.1	78.6	93.8
Discrepancy between the disciplines studied and the specialty obtained	-	-	-
Inconsistency between the importance of the subject and the number of hours	7.7	7.1	-
Overload with classroom activities	3.8	-	-
Dissatisfaction with the quality of classes	7.7	7.1	6.2
Dissatisfaction with the organization of tests and exams	7.7	-	-
Other	-	7.1	-

2. «What is your attitude to the quality of organization of the educational process?»

2. **What forms of final testing or examination are used in this educational organization?** (check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
In writing	80.8	100	81.3
In oral form	65.4	42.9	50
In the form of a computer test	53.8	57.1	37.5
In the form of a test without using a computer	23.1	28.6	12.5
In the form of a colloquium, conference, project defense, etc.	34.6	35.7	6.2
In the form of a qualification exam (the student performs a work operation, manufactures a product, carries out labor activities, assessed by experts)	-	14.3	-

The amount in % is not equal to 100, because multiple answer options were expected

3. What forms of final testing or examination are used in this educational organization?
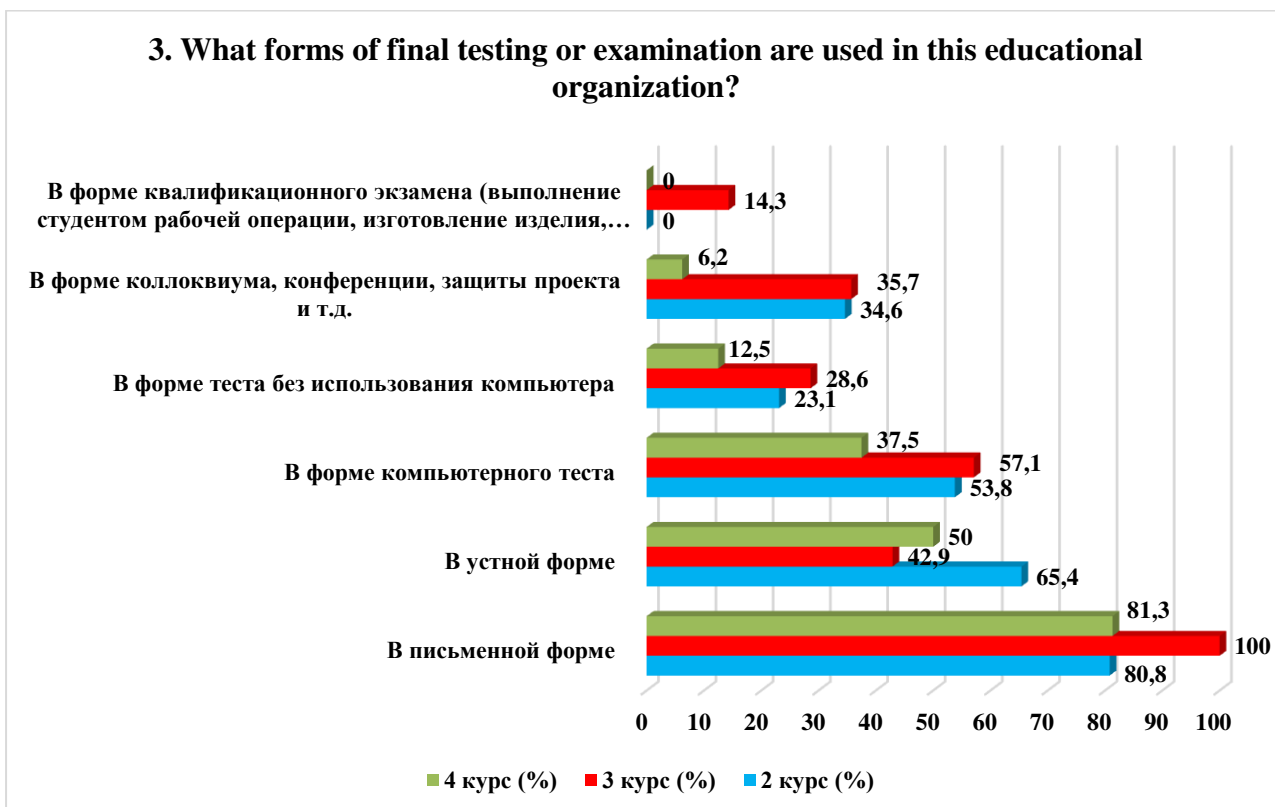
4. **What indicators are usually taken into account by teachers when making the final grade?**

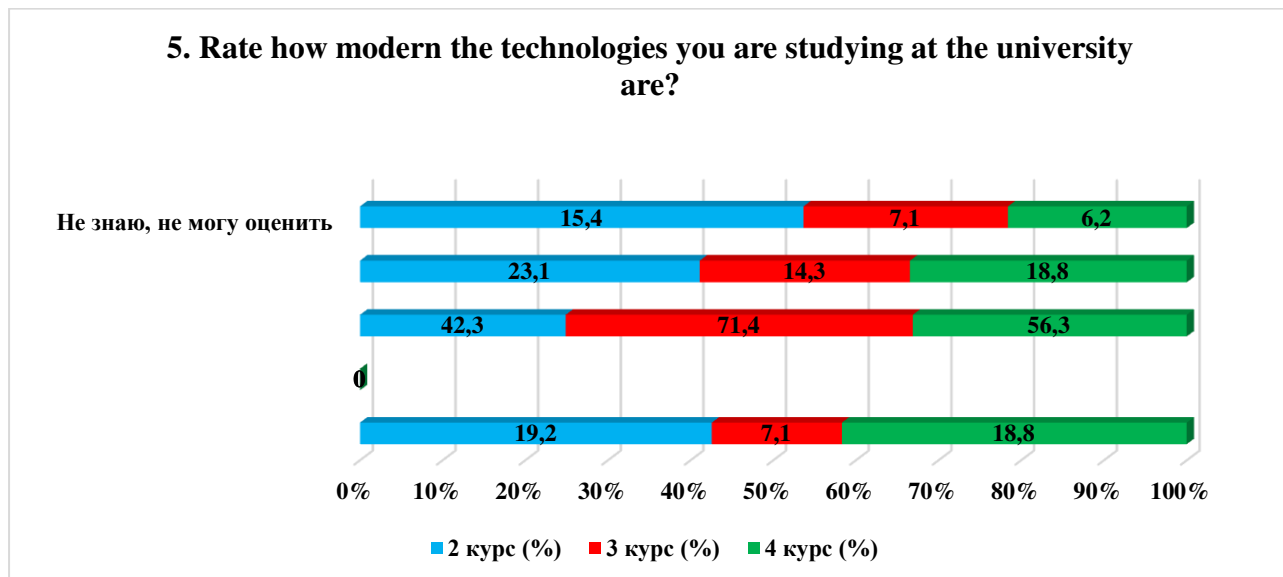| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Attendance	7.7	-	18.8
Activity in classes (seminars), answers to teacher questions, problem solving, etc.	46.2	64.3	43.8
Reports and speeches at classes (seminars)	-	-	12.5
Results of intermediate tests, tests, colloquiums, etc.	19.2	7.1	6.2
Results of practice, laboratory and other practical work	11.5	14.3	6.2
Score for an abstract, essay, etc.	-	-	6.2
Results of the final exam for the course	7.7	-	6.2
Other	7.7	14.3	-

4. What indicators are usually taken into account by teachers when making the final grade?

Category	4 курс (%)	3 курс (%)	2 курс (%)
Другое	0	14,3	7,7
Результаты итогового экзамена по курсу	6,2	0	7,7
Оценка за реферат, эссе, и т.п.	6,2	0	0
Результаты практики, лабораторных и др. практических работ	6,2	14,3	11,5
Результаты промежуточных контрольных работ, тестов, коллоквиумов и т.д.	6,2	7,1	19,2
Доклады и выступления на занятиях (семинарах)	12,5	0	0
Активность на занятиях (семинарах), ответы на вопросы преподавателя, решение задач и т.д.	43,8	64,3	46,2
Посещаемость	18,8	0	7,7
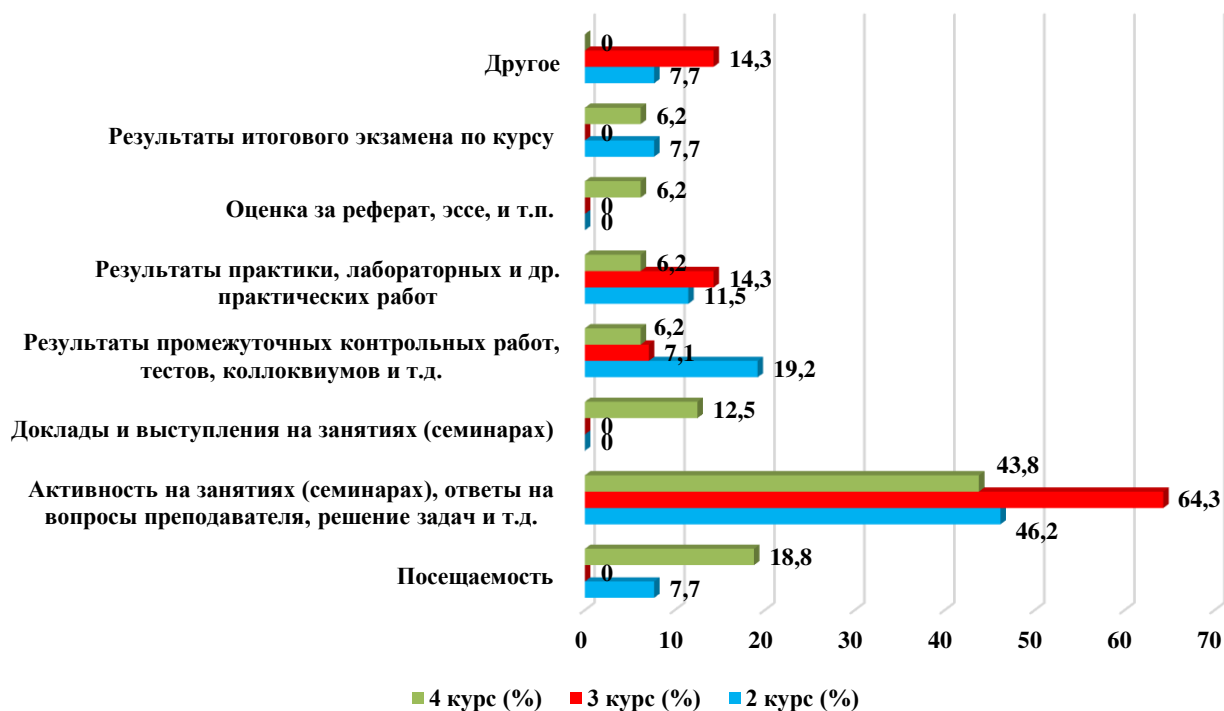
5. Rate how modern the technologies you are studying at the university are?

| Answer options	2nd year (%)	3rd year (%)	4th year (%)
These are the most advanced technologies; there are no such technologies in real production yet.	19.2	7.1	18.8
These are modern technologies, hey are used by leading companies	-	-	-
These are quite modern technologies, they are used, but I know more modern ones	42.3	71.4	56.3
These are yesterday's technologies that are no longer on the market.	23.1	14.3	18.8
I don't know, I can't rate it	15.4	7.1	6.2

5. Rate how modern the technologies you are studying at the university are?

Не знаю, не могу оценить	15,4	7,1	6,2
	23,1	14,3	18,8
	42,3	71,4	56,3
	0		
	19,2	7,1	18,8

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

For the option «**If you answered the previous question «I don't know, I can't rate it», give recommendations for improvement**» students indicated the following options[*]:

- We haven't used it yet.

6. Is information available to you about academic mobility opportunities?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	88.5	78.6	87.5
No	11.5	14.3	12.5
Other	-	7.1	-

6. Is information available to you about academic mobility opportunities?

4 курс (%)	87,5	12,5	0
3 курс (%)	78,6	14,3	7,1
2 курс (%)	88,5	11,5	0

■ Да ■ Нет ■ Другое
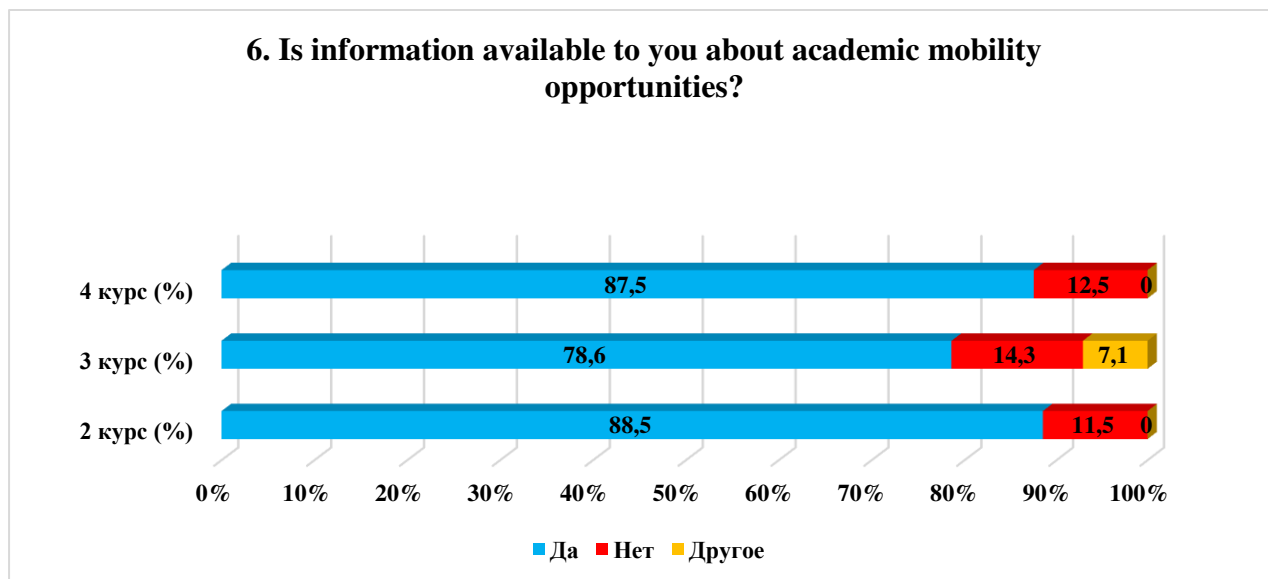
Students indicated the following options for the «Other» option:[*]:
- not fully

For the option «**If you answered «No» to the previous question, write why**» students indicated the following options[*]:

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[*]Students' answers to the option "other" and "if you answered "not satisfied..." to the previous question are presented in the original. The author's spelling and punctuation have been preserved.
.

- The first time I've heard

7. What do you think the relationship is like:

7.1 Between students
7.2 Between teachers and students (in the educational process)
7.3 Between the student and the curator
7.4 Between students and administration
7.5 Between students and employees of departments (library, student department, etc.)
7.6 Between students and security service

Other_____

If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement_____

7.1 Between students

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.5	85.7	100
More friendly than unfriendly	7.7	14.3	-
More unfriendly than friendly	-	-	-
Negative	3.8	-	-
I find it difficult to answer	-	-	-
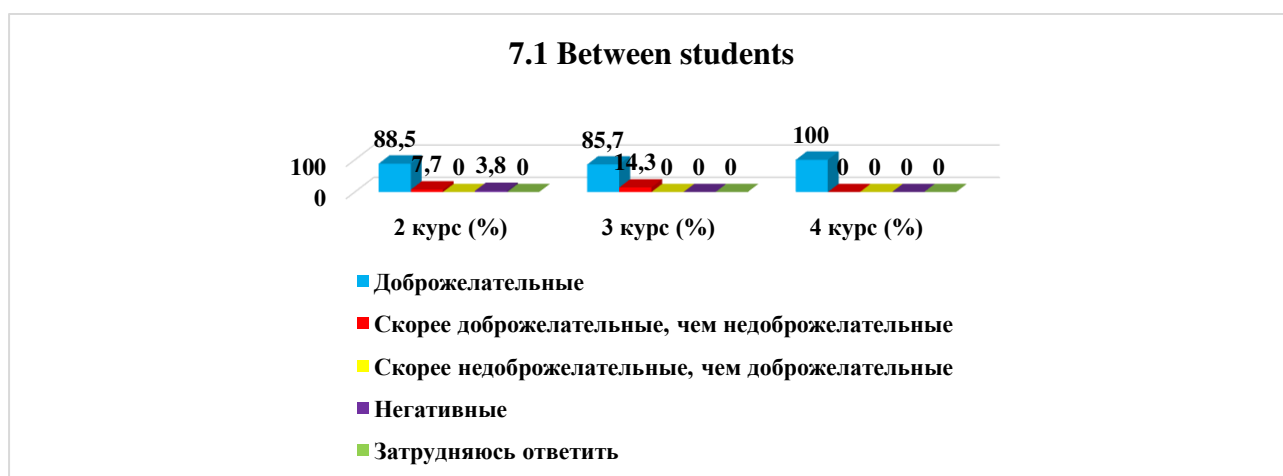
## 7.2 Between teachers and students (in the educational process)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	73.1	71.4	100
More friendly than unfriendly	15.4	14.3	-
More unfriendly than friendly	3.8	14.3	-
Negative	7.7	-	-
I find it difficult to answer	-	-	-

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*Students' answers to the option "other" and "if you answered "not satisfied…" to the previous question are presented in the original. The author's spelling and punctuation have been preserved.
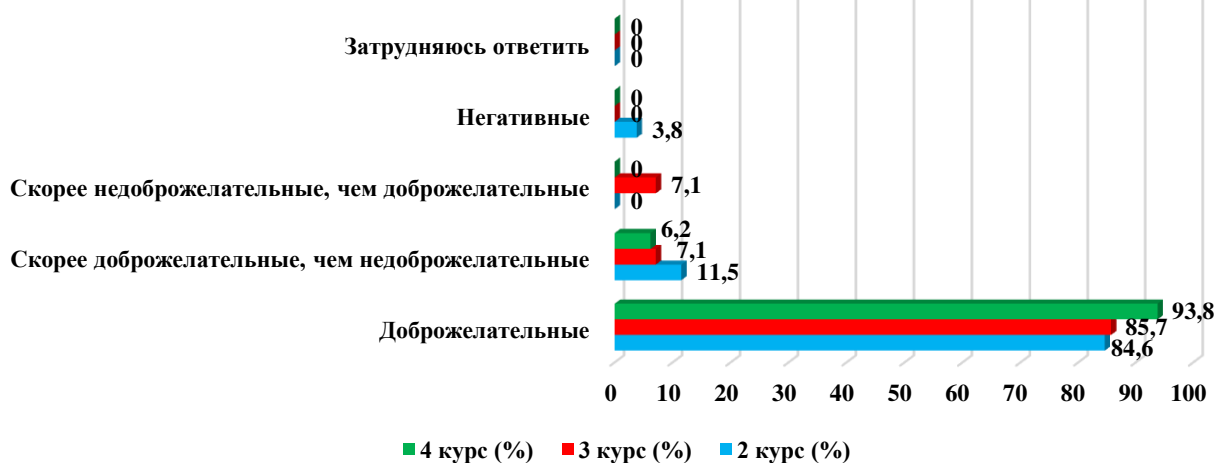
7.2 Between teachers and students (in the educational process)
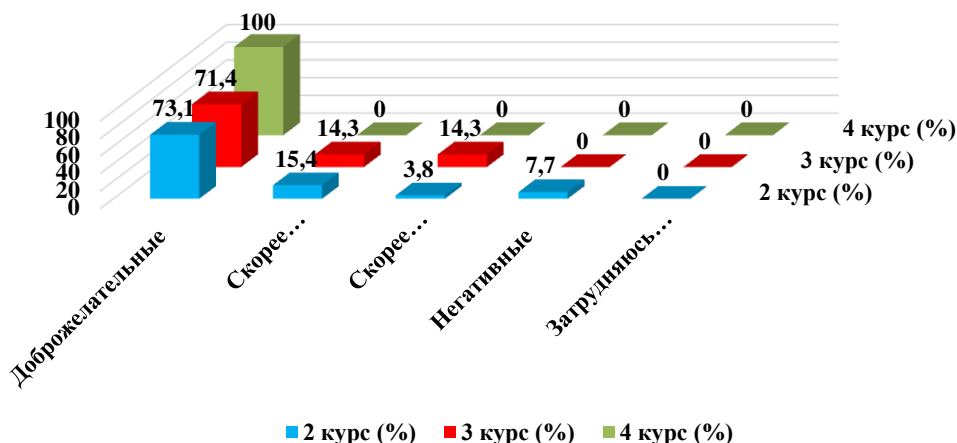
7.3 Between the student and the curator

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	84.6	85.7	93.8
More friendly than unfriendly	11.5	7.1	6.2
More unfriendly than friendly	-	7.1	-
Negative	3.8	-	-
I find it difficult to answer	-	-	-

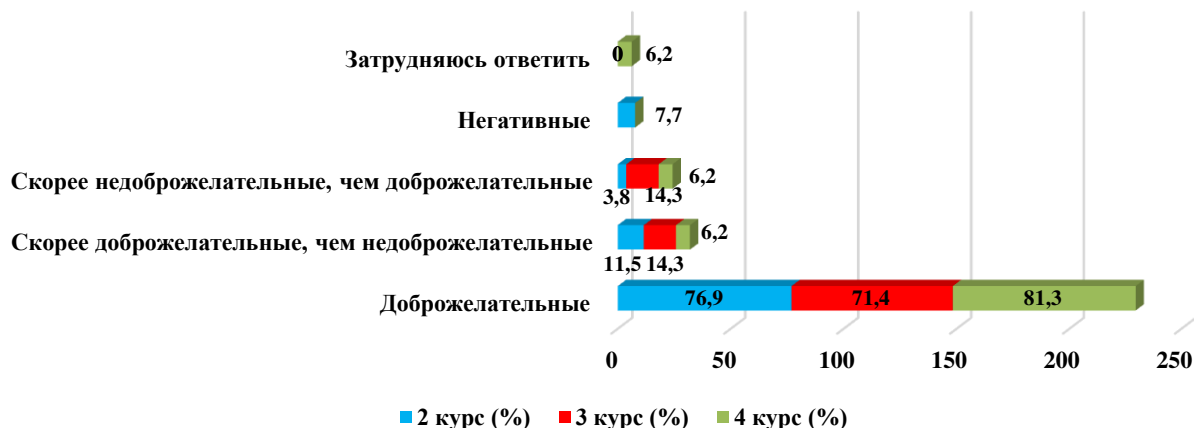**7.3 Between the student and the curator**

7.4 Between students and administration

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	76.9	71.4	81.3
More friendly than unfriendly	11.5	14.3	6.2
More unfriendly than friendly	3.8	14.3	6.2
Negative	7.7	-	-
I find it difficult to answer	-	-	6.2

7.4 Between students and administration

7.4 Between students and administration

Затрудняюсь ответить	0	6,2
Негативные	7,7	
Скорее недоброжелательные, чем доброжелательные	3,8 14,3	6,2
Скорее доброжелательные, чем недоброжелательные	11,5 14,3	6,2
Доброжелательные	76,9 71,4	81,3

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)

7.5 Between students and employees of departments (library, student department, etc.)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	88.5	78.6	87.5
More friendly than unfriendly	7.7	7.1	6.2
More unfriendly than friendly	-	7.1	-
Negative	3.8	7.1	-
I find it difficult to answer	-	-	6.2

7.5 Between students and employees of departments (library, student department, etc.)

■ 2 курс (%) ■ 3 курс (%) ■ 4 курс (%)
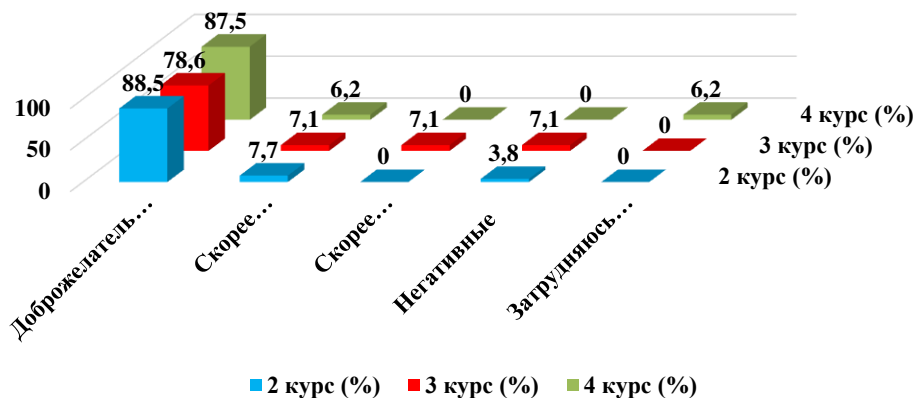
7.6 Between students and security service

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Friendly	69.2	57.1	81.3
More friendly than unfriendly	15.4	28.6	12.5
More unfriendly than friendly	3.8	14.3	-

Negative	11.5	-	-
I find it difficult to answer	-	-	6.2

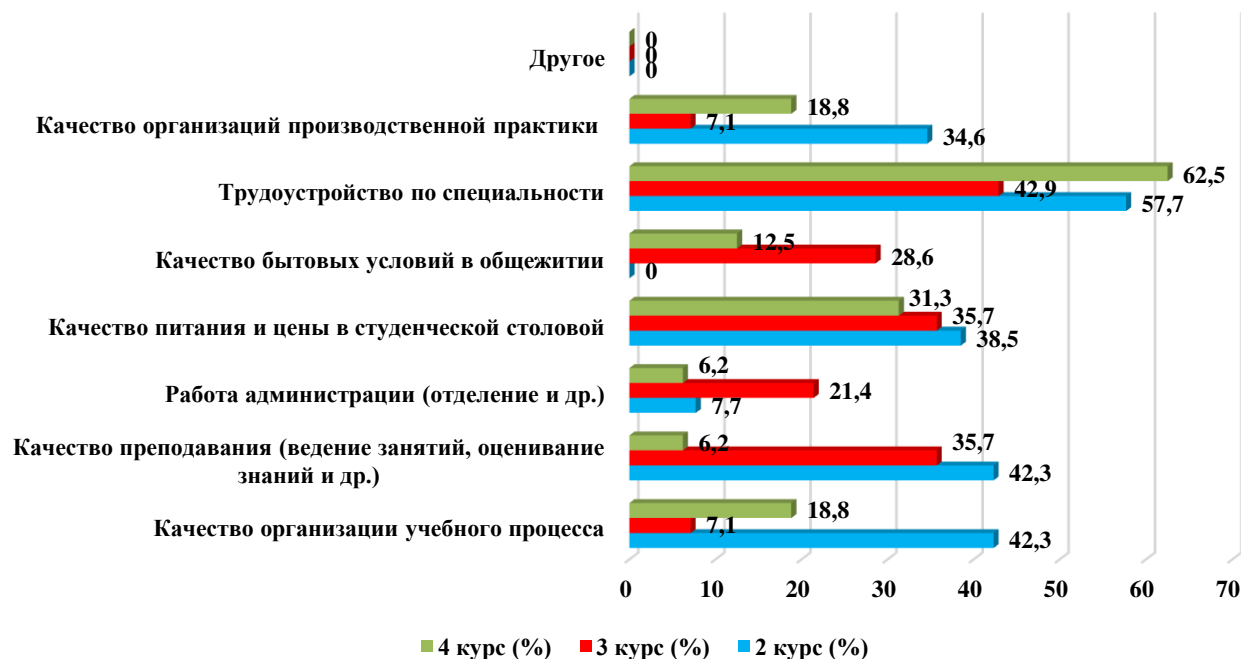**7.6 Between students and security service**
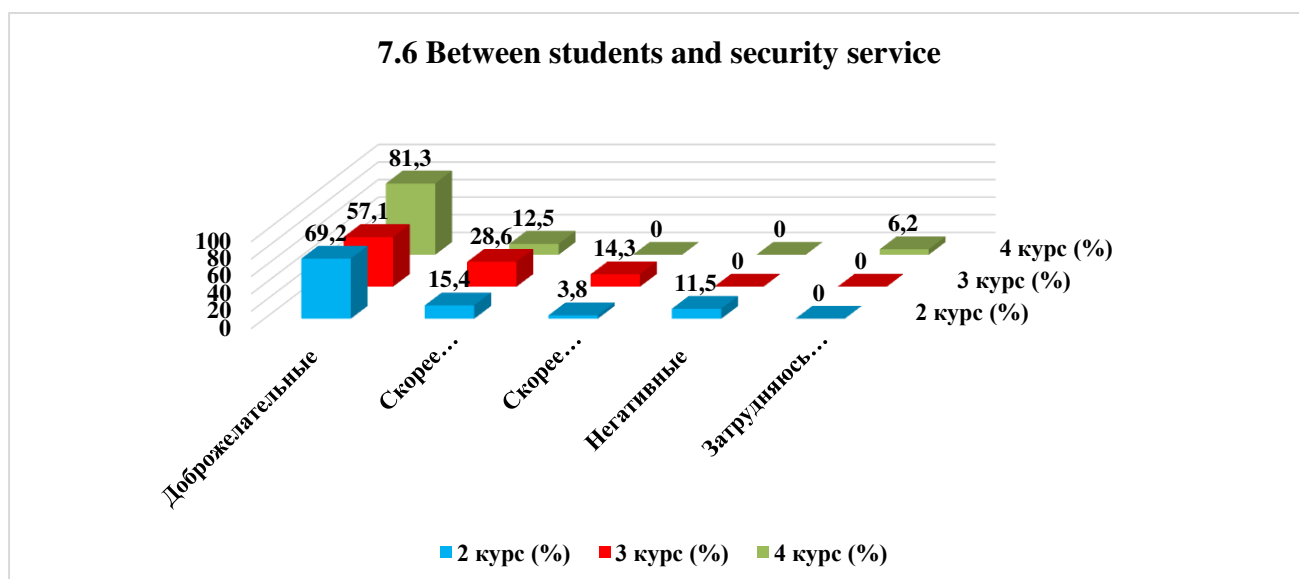
8. Which student problems are of particular concern to you now?
(choose no more than 3 answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Quality of organization of the educational process	42.3	7.1	18.8
Quality of teaching (class conducting, assessment of knowledge, etc.)	42.3	35.7	6.2
Administration work (department, etc.)	7.7	21.4	6.2
Quality of food and prices in the student canteen	38.5	35.7	31.3
Quality of living conditions in the hostel	-	28.6	12.5
Employment by specialty	57.7	42.9	62.5
Quality of industrial practice organizations	34.6	7.1	18.8
Other	-	-	-

*The amount in % is not equal to 100, because multiple answer options were expected

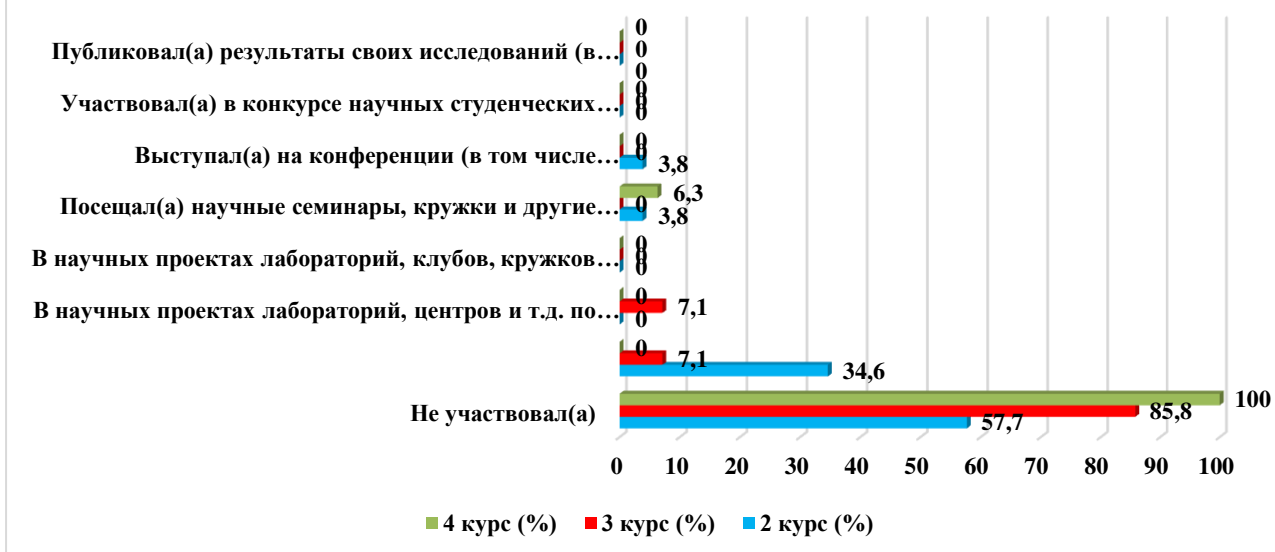## 8. Which student problems are of particular concern to you now?

Bar chart data:

Другое
- 4 курс (%): 0
- 3 курс (%): 0
- 2 курс (%): 0

Качество организаций производственной практики
- 4 курс (%): 18,8
- 3 курс (%): 7,1
- 2 курс (%): 34,6

Трудоустройство по специальности
- 4 курс (%): 62,5
- 3 курс (%): 42,9
- 2 курс (%): 57,7

Качество бытовых условий в общежитии
- 4 курс (%): 12,5
- 3 курс (%): 28,6
- 2 курс (%): 0

Качество питания и цены в студенческой столовой
- 4 курс (%): 31,3
- 3 курс (%): 35,7
- 2 курс (%): 38,5

Работа администрации (отделение и др.)
- 4 курс (%): 6,2
- 3 курс (%): 21,4
- 2 курс (%): 7,7

Качество преподавания (ведение занятий, оценивание знаний и др.)
- 4 курс (%): 6,2
- 3 курс (%): 35,7
- 2 курс (%): 42,3

Качество организации учебного процесса
- 4 курс (%): 18,8
- 3 курс (%): 7,1
- 2 курс (%): 42,3

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

9. Do you take part in the scientific work of the university? if yes, in what forms?
(check all that apply)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Did not participate	57.7	85.8	100
Sometimes, when it is necessary for formal reasons	34.6	7.1	-
In scientific projects of laboratories, centers, etc. under a contract, within a grant, etc.	-	7.1	-
In scientific projects of laboratories, clubs, circles, etc. free of charge	-	-	-
Attended scientific seminars, clubs and other scientific events	3.8	-	6.3
Speaker at a conference (including a student conference), scientific seminar)	3.8	-	-
Participated in a student scientific work competition	-	-	-
Published the results of his research (including in student collections)	-	-	-

The amount in % is not equal to 100, because multiple answer options were expected

9. Do you take part in the scientific work of the university? if yes, in what forms?

- Публиковал(а) результаты своих исследований (в…): 0, 0, 0
- Участвовал(а) в конкурсе научных студенческих…: 0, 0, 0
- Выступал(а) на конференции (в том числе…: 0, 0, 3,8
- Посещал(а) научные семинары, кружки и другие…: 6,3, 0, 3,8
- В научных проектах лабораторий, клубов, кружков…: 0, 0, 0
- В научных проектах лабораторий, центров и т.д. по…: 0, 7,1, 0
- (unlabeled): 0, 7,1, 34,6
- Не участвовал(а): 100, 85,8, 57,7

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

For the option «**If you answered «Did not participate» to the previous question, write why»** students indicated the following options[*]:
- I haven't heard of this;
- I live far away;
- No opportunity was provided;
- No desire;
- There was no chance;
- Time is short;
- Don't know;
- not interested;
- Doesn't take;
- Did not want.

10. Are you interested in scientific activities within your chosen field/specialty?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes, I'm already doing scientific work	3.8	-	-
Yes, I plan to do this in the future	38.5	28.6	62.5
I would like to, but I don't know where to start	23.1	28.6	12.5
No	30.8	42.9	25
Other	3.8	-	-

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[*]Students' answers to the option "other" and "if you answered "not satisfied…" to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

10. Are you interested in scientific activities within your chosen field/specialty?
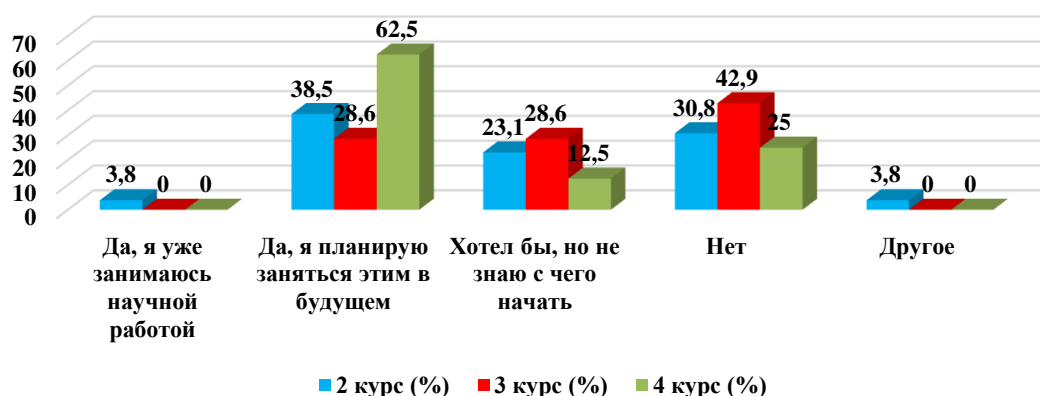
Students indicated the following options for the «Other» option:[*]:
- Possibly, but this is not certain.

For the option «**If you answered «I would like to, but I don't know where to start» or «No» to the previous question, write why**»students indicated the following options[*]:
- Because I don't know where to start;
- No incentives and time;
- No time;
- Don't know;
- not interested.

11.Which of the opportunities provided by the university do you use for personal development?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Sport sections	19.2	14.3	18.8
Creative clubs	3.8	-	12.5
Student trade union committee "Zhas Orda"	15.4	7.1	12.5
I don't use anything	57.7	71.4	56.3
Other	-	-	-

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[*]Students' answers to the option "other" and "if you answered "not satisfied…" to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

11. Which of the opportunities provided by the university do you use for personal development?
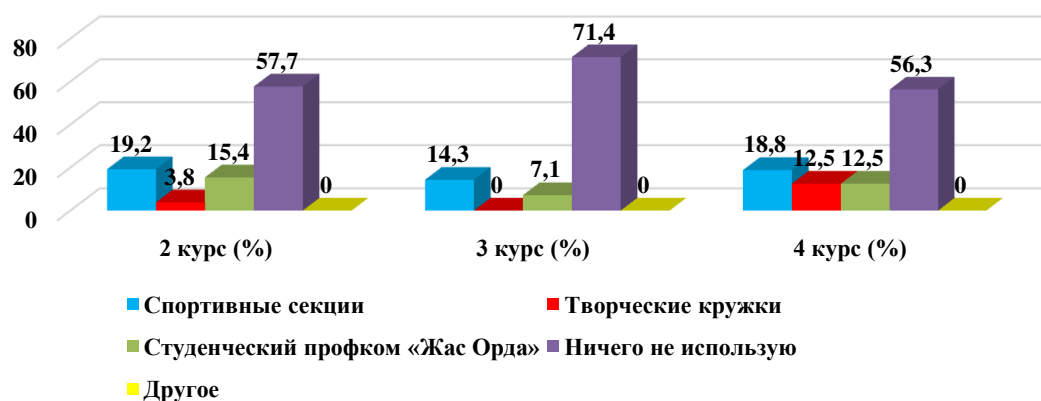
Students indicated the following options for the «Other» option:[*]:
- communication with others;

For the option «**If you answered «I don't use anything» to the previous question, write why»** students indicated the following options[*]:
- Little time;
- There is no possibility of joining clubs, as well as free time;
- No time;
- Don't want;
- For me, no.

12. How satisfied are you with the material resources of our university?

12.1 Availability of necessary scientific literature in the library
12.2 Modern computer equipment
12.3 Internet channel width, its speed
12.4 Modern software
12.5 Availability of educational and scientific equipment
12.6 Availability of laboratories and specialized classrooms
12.7 Availability of sports equipment

Other_____

If you answered «not satisfied» to the previous question, give recommendations for improvement provided services _____

12.1 Availability of necessary scientific literature in the library

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	76.9	71.4	100
Partially satisfied	19.2	21.4	-

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[*]Students' answers to the option "other" and "if you answered "not satisfied…" to the previous question are presented in the original. The author's spelling and punctuation have been preserved.

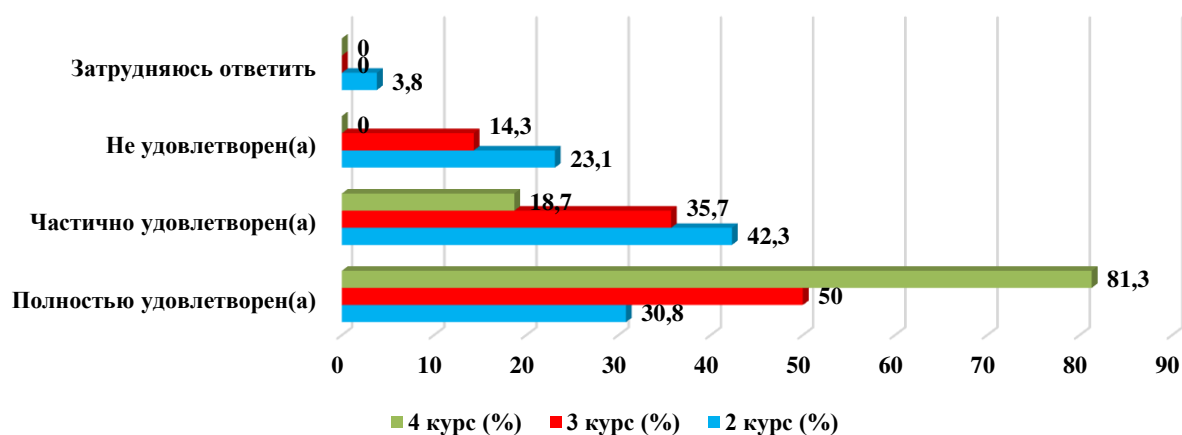|			
Not satisfied)	3.8	-	-
I find it difficult to answer	-	7.1	-

12.1 Availability of necessary scientific literature in the library
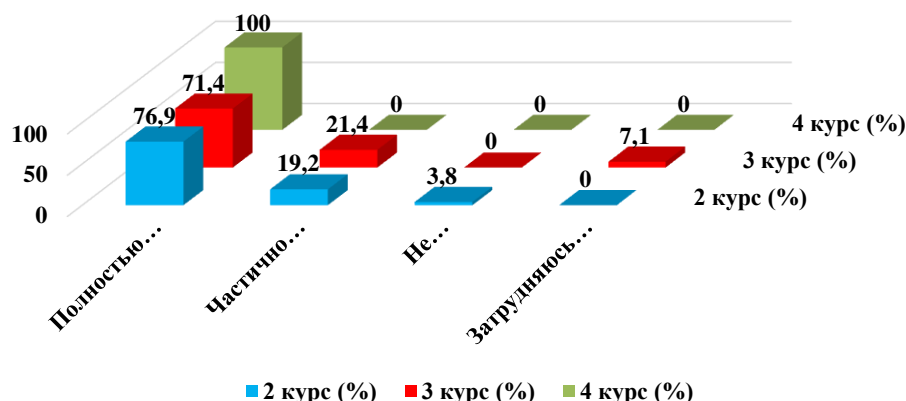
12.2 Modern computer equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	30.8	50	81.3
Partially satisfied	42.3	35.7	18.7
Not satisfied)	23.1	14.3	-
I find it difficult to answer	3.8	-	-

12.3 Internet channel width, its speed

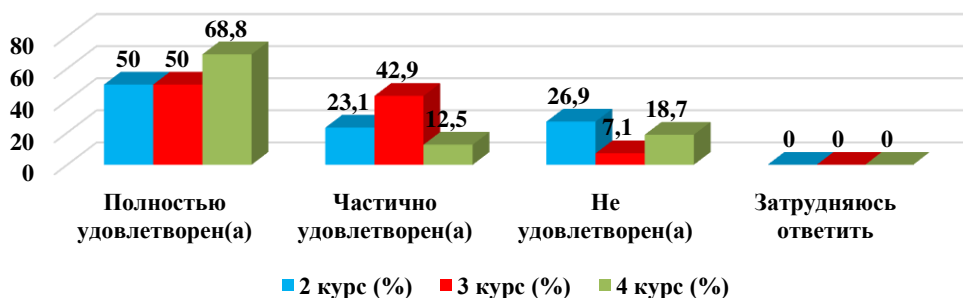| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	35.7	56.3
Partially satisfied	19.2	21.4	12.5
Not satisfied)	26.9	42.9	31.2
I find it difficult to answer	3.8	-	-

12.3 Internet channel width, its speed
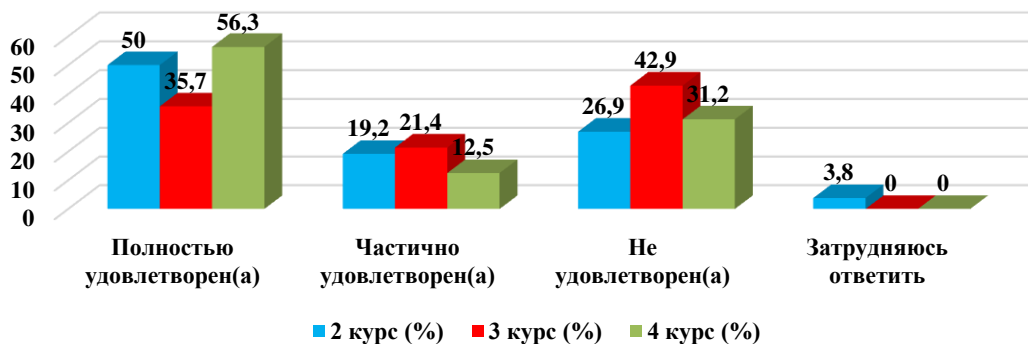
12.4 The modernity of software

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	50	68.8
Partially satisfied	23.1	42.9	12.5
Not satisfied)	26.9	7.1	18.7
I find it difficult to answer	-	-	-

12.5 Availability of educational and scientific equipment

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	50	57.1	75
Partially satisfied	30.8	28.6	12.5
Not satisfied)	19.2	14.3	12.5
I find it difficult to answer	-	-	-

12.5 Availability of educational and scientific equipment

Legend: Полностью удовлетворен(а) · Частично удовлетворен(а) · Не удовлетворен(а) · Затрудняюсь ответить

2 курс (%): 50 · 30,8 · 19,2 · 0
3 курс (%): 57,1 · 28,6 · 14,3 · 0
4 курс (%): 75 · 12,5 · 12,5 · 0
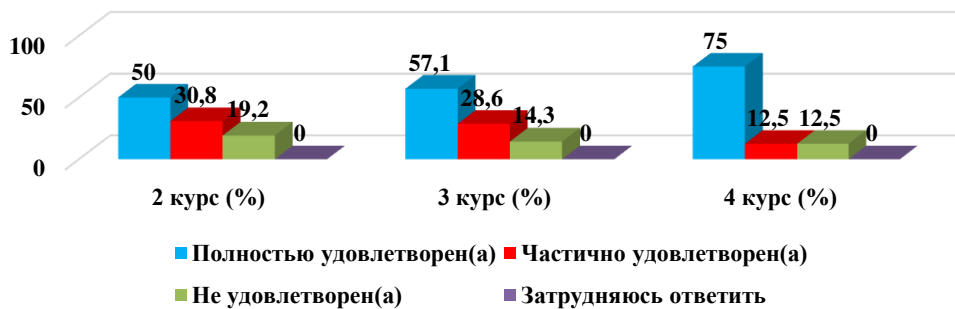
12.6 Availability of laboratories and specialized classrooms

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.5	50	75
Partially satisfied	30.8	28.6	12.5
Not satisfied)	3.8	21.4	12.5
I find it difficult to answer	3.8	-	-

12.6 Availability of laboratories and specialized classrooms

Legend: Затрудняюсь ответить · Не удовлетворен(а) · Частично удовлетворен(а) · Полностью удовлетворен(а)

4 курс (%): 0 · 12,5 · 12,5 · 75
3 курс (%): 0 · 21,4 · 28,6 · 50
2 курс (%): 3,8 · 3,8 · 30,8 · 61,5
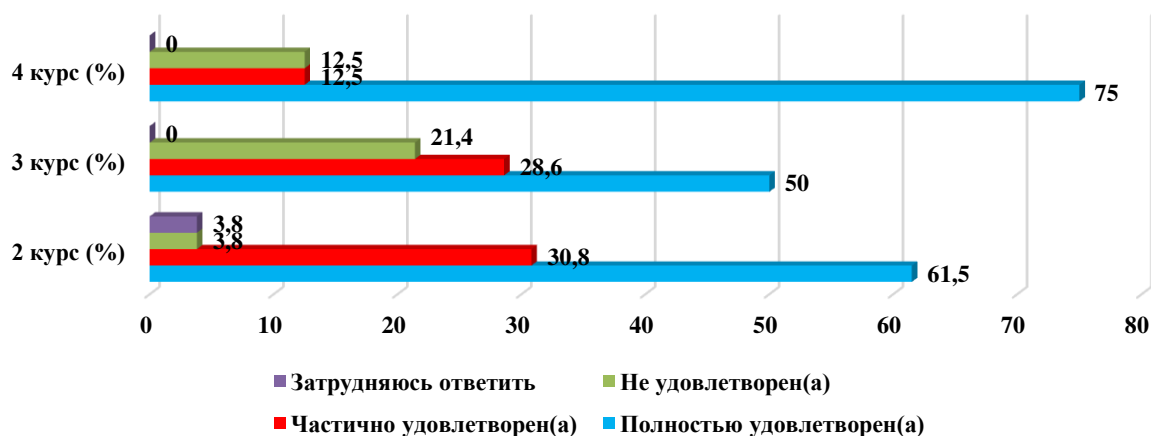
12.7 Availability of sports equipment

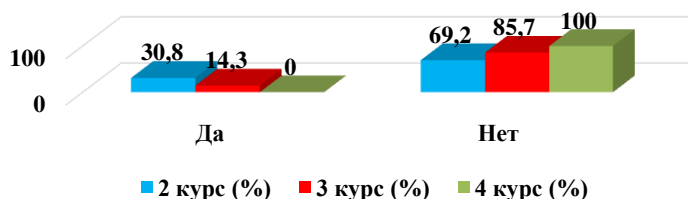| Answer options	2nd year (%)	3rd year (%)	4th year (%)
Completely satisfied	61.5	42.9	87.5
Partially satisfied	23.1	28.6	12.5
Not satisfied)	11.5	21.4	-
I find it difficult to answer	3.8	7.1	-

12.7 Availability of sports equipment
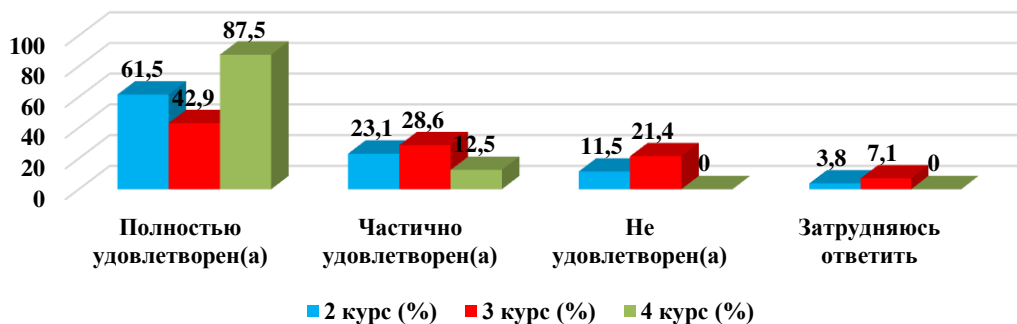
13. Do you need additional consultation on disciplines?

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Yes	30.8	14.3	-
No	69.2	85.7	100

13. Do you need additional consultation on disciplines?

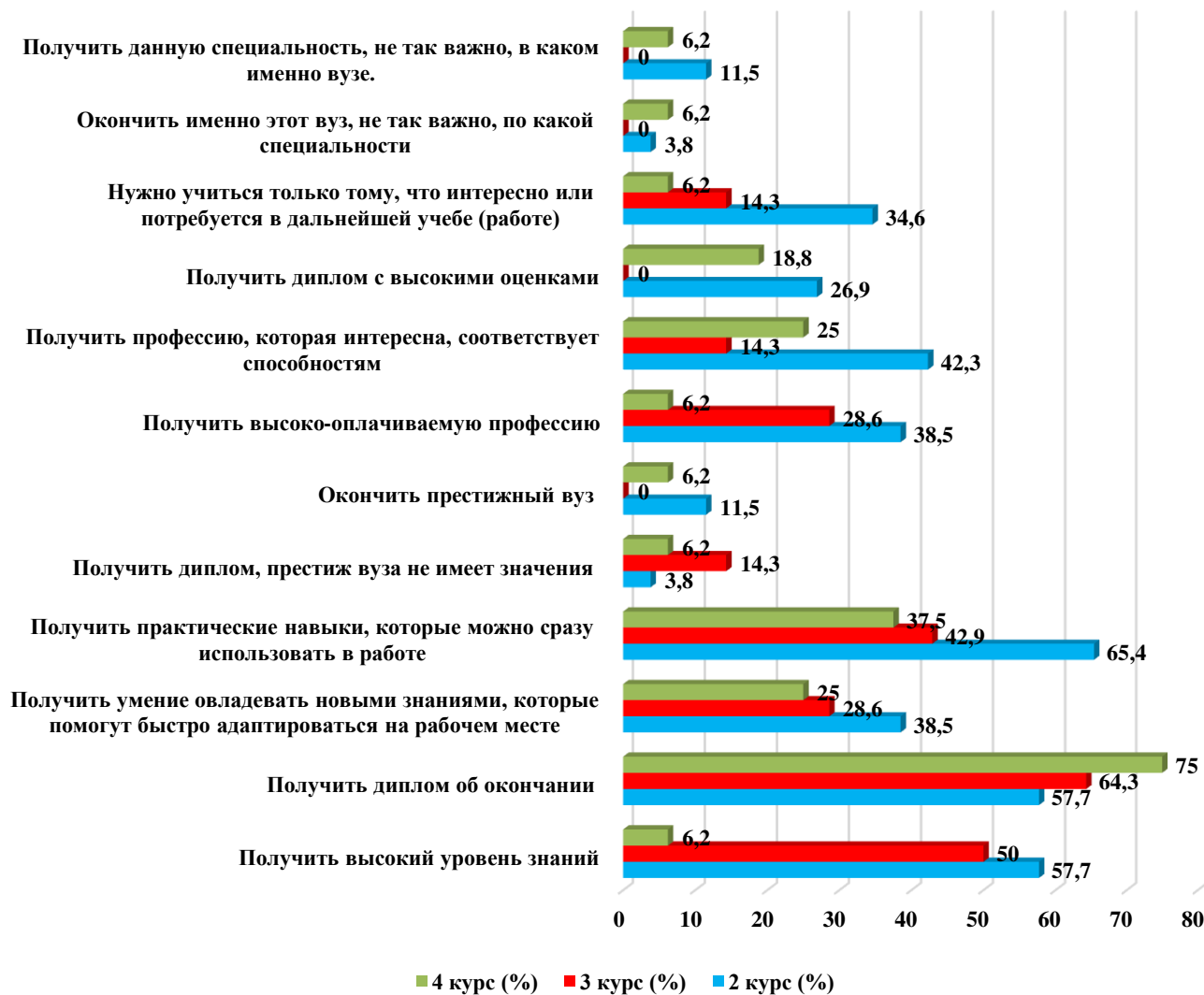## 14. What is more important for you to get as a result of studying at your university?

(You can select one or more answer options)

Answer options	2nd year (%)	3rd year (%)	4th year (%)
Get a high level of knowledge	57.7	50	6.2
Receive a diploma of completion	57.7	64.3	75
Gain the ability to acquire new knowledge that will help you quickly adapt in the workplace	38.5	28.6	25
Gain practical skills that you can immediately use at work	65.4	42.9	37.5
Get a diploma, the prestige of the university does not matter	3.8	14.3	6.2
Graduate from a prestigious university	11.5	-	6.2
Get a highly paid profession	38.5	28.6	6.2
Get a profession that is interesting and matches your abilities	42.3	14.3	25
Get a diploma with high grades	26.9	-	18.8
You need to learn only what is interesting or will be	34.6	14.3	6.2

needed in further study (work)			
It's not so important to graduate from this particular university, in what specialty	3.8	-	6.2
Getting this specialty is not so important in which university.	11.5	-	6.2

The amount in % is not equal to 100, because multiple answer options were expected

14. What is more important for you to get as a result of studying at your university?

Legend: ■ 4 курс (%) ■ 3 курс (%) ■ 2 курс (%)

	4 курс	3 курс	2 курс
Получить данную специальность, не так важно, в каком именно вузе.	6,2	0	11,5
Окончить именно этот вуз, не так важно, по какой специальности	6,2	0	3,8
Нужно учиться только тому, что интересно или потребуется в дальнейшей учебе (работе)	6,2	14,3	34,6
Получить диплом с высокими оценками	18,8	0	26,9
Получить профессию, которая интересна, соответствует способностям	25	14,3	42,3
Получить высоко-оплачиваемую профессию	6,2	28,6	38,5
Окончить престижный вуз	6,2	0	11,5
Получить диплом, престиж вуза не имеет значения	6,2	14,3	3,8
Получить практические навыки, которые можно сразу использовать в работе	37,5	42,9	65,4
Получить умение овладевать новыми знаниями, которые помогут быстро адаптироваться на рабочем месте	25	28,6	38,5
Получить диплом об окончании	75	64,3	57,7
Получить высокий уровень знаний	6,2	50	57,7

Please write your suggestions, wishes, as well as what questions in your opinion need to be added to this questionnaire to improve the training program, improve the quality of services provided, improve the quality of distance learning and other areas of the university's activities.*(Students' answers are presented in the original. The author's spelling and punctuation have been preserved):*
- These questions are enough;
- No need to add.

Based on the results of the questionnaire, the following conclusions can be drawn:

The majority of students report their complete satisfaction with the quality of the services provided, based on which it can be argued that according to these indicators, the quality of the services provided at the University met the expectations of students and, thus, fulfilled its task.

To the question «What is your attitude to the quality of the organization of the educational process? » the majority of students responded that there were no special complaints: 2nd year – 73.1%, 3rd year – 78.6%, 4th year – 93.8%. The data obtained indicate an improvement in the quality of organization of the educational process and educational services of the university.

Nevertheless, there is a small part among the respondents who noted such answer options as «Inconsistency between the importance of the subject and the number of hours» (2nd year - 7.7%, 3rd year - 7.1%), «Dissatisfaction with the quality of classes» (2nd year - 7.7%, 3rd year - 7.1%, 4th year - 6 .2%), «Overload with classroom activities»(2nd year – 3.8%), «Dissatisfaction with the organization of tests and exams» (2nd year – 7.7%).

To the question: «What indicators are usually taken into account by teachers when making the final grade?» 51.4% of students indicated the option «activity in classes (seminars), answers to teacher questions, problem solving, etc.», in second place - 10.8% «Results of intermediate tests, tests, colloquiums, etc.» and in third place - 10.7% «Results of practice, laboratory and other practical work».

Relations «between students», «between teachers and students (in the educational process)», «between students and curators», «between students and administration», «between students and employees of departments (library, student department, etc.)», «between students and the security service» are being assessed by respondents, mainly as «friendly» and «with more benevolent than unfriendly» accordingly, which fully corresponds to the high level of satisfaction with the moral and psychological climate in the student environment.

However, it should be noted that a small proportion of respondents noted such answer options as «**rather unfriendly than benevolent» and «negative»** in a relationship **«Between students» «Between teachers and students (in the educational process)», «Between students and curators», «Between students and administration», «Between students and employees of departments (library, student department, etc.)», «Between students and security service».**

For the option «**If you answered the previous question «More unfriendly than friendly» and «Negative», give recommendations for improvement**» students indicated: «Change the approach in conducting classes from just sitting and listening, but visual demonstrations and experiments always, and not just in the laboratory.»

To the question «Which student problems are of particular concern to you now? » students put «Employment by specialty» – 54.4%. Further – «Quality of food and prices in the student canteen»- 35.2%. In third position – «Quality of teaching (class conducting, assessment of knowledge, etc.) »– 28.1%.

To the question «**Do you need additional consultation on disciplines? » 15%** respondents answered that they needed additional consultation, but did not indicate the names of the disciplines.

Recommendations:

The head of the department should familiarize staff and students with the results of the questionnaire and, if necessary, develop an action plan to improve the quality of educational services.